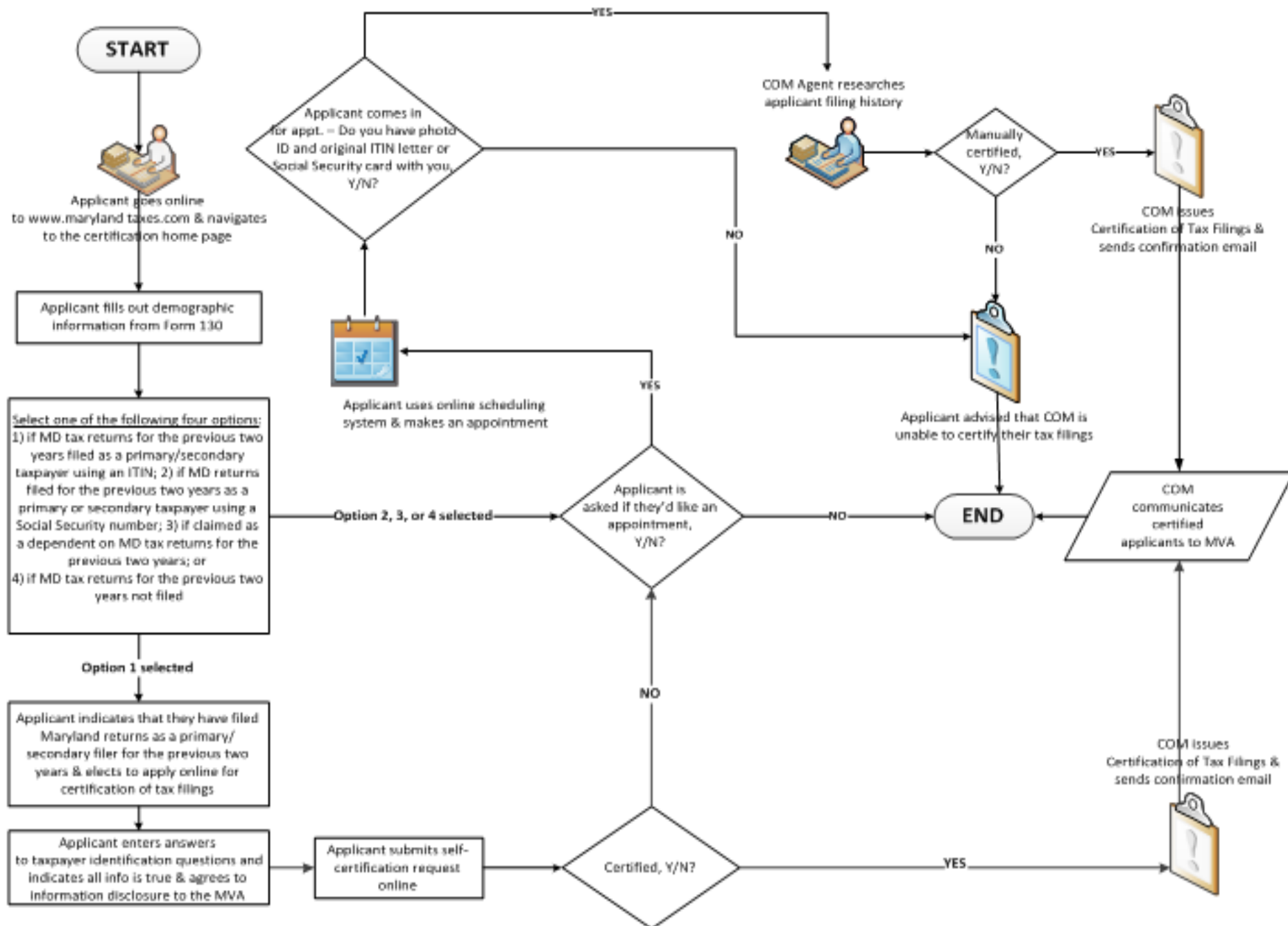




A deadline is the difference
between a dream and a goal.

The Comptroller's Office Business Flow Chart for Implementing MHSA





NEW LAWS
TAKE EFFECT ON OCTOBER 1, 2013

**BUCKLE UP
IN ALL SEATS**

**PARK THE PHONE
BEFORE YOU DRIVE**

 **ZERO** TOWARD ZERO DEATHS
MARYLAND

Maryland
Highway Safety Office

www.towardzerodeathsmd.com

ONE TEXT OR CALL WHILE DRIVING
WRECK
IT ALL

MVA's Timeline to Redesign its Website

Web Site Redesign Tasks	Due Date
Proof of concept using new MD.Gov templates	Completed
Compile inventory of current content	Completed
Review/Revise current content	Nov 13
Build new server production environment	Dec 13
Implement redesign	Jan 14

MVA's Explanations for Why Wait Times Have Increased

1. Branch Staff Reductions---Since FY06 the MVA has Lost 180 Branch Positions

2. The Number of DLS Transactions Has Increased in FY 13

- a. This problem is compounded by the fact that additional processes for DLS transactions have made them more complex in the past two years---increasing service time by 25-30 Percent.
 - i. Federal Real ID Requirements
 - ii. Motor Voter Questions
 - iii. Veteran's Initiatives
 - iv. Stricter Document Verification

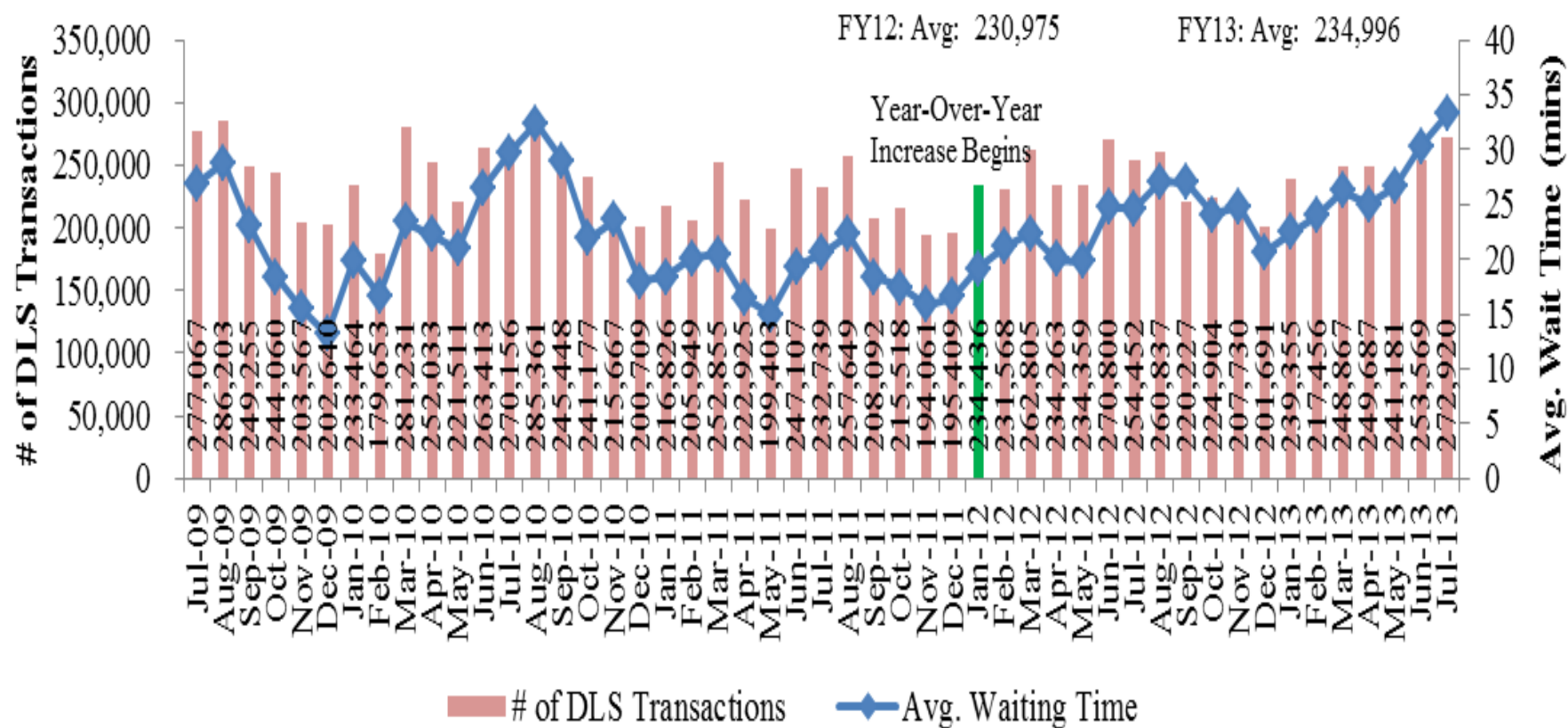
3. There are Currently Not Enough Counters for the Increased Number of DLS Transactions in MVA Branches

- a. MVA Offices were originally configured to have roughly the same amount of counters for DLS transactions and vehicle service (VS) transactions, but now there are far more DLS transactions being completed at MVA branches. DLS transactions cannot be processed at VS counters, because those transactions require different computers and technology.

4. DLS Transactions are Still Primarily Being Conducted Inside MVA Branches

- a. The MVA has been successful in driving many of the VS transactions (like titling and registration renewals) outside MVA branches through alternative service delivery (internet, mail, kiosk, etc), but it has not been as successful yet with DLS transactions. Although there are now a number of alternative service delivery options for DLS transactions, customers have largely not been taking advantage of them.

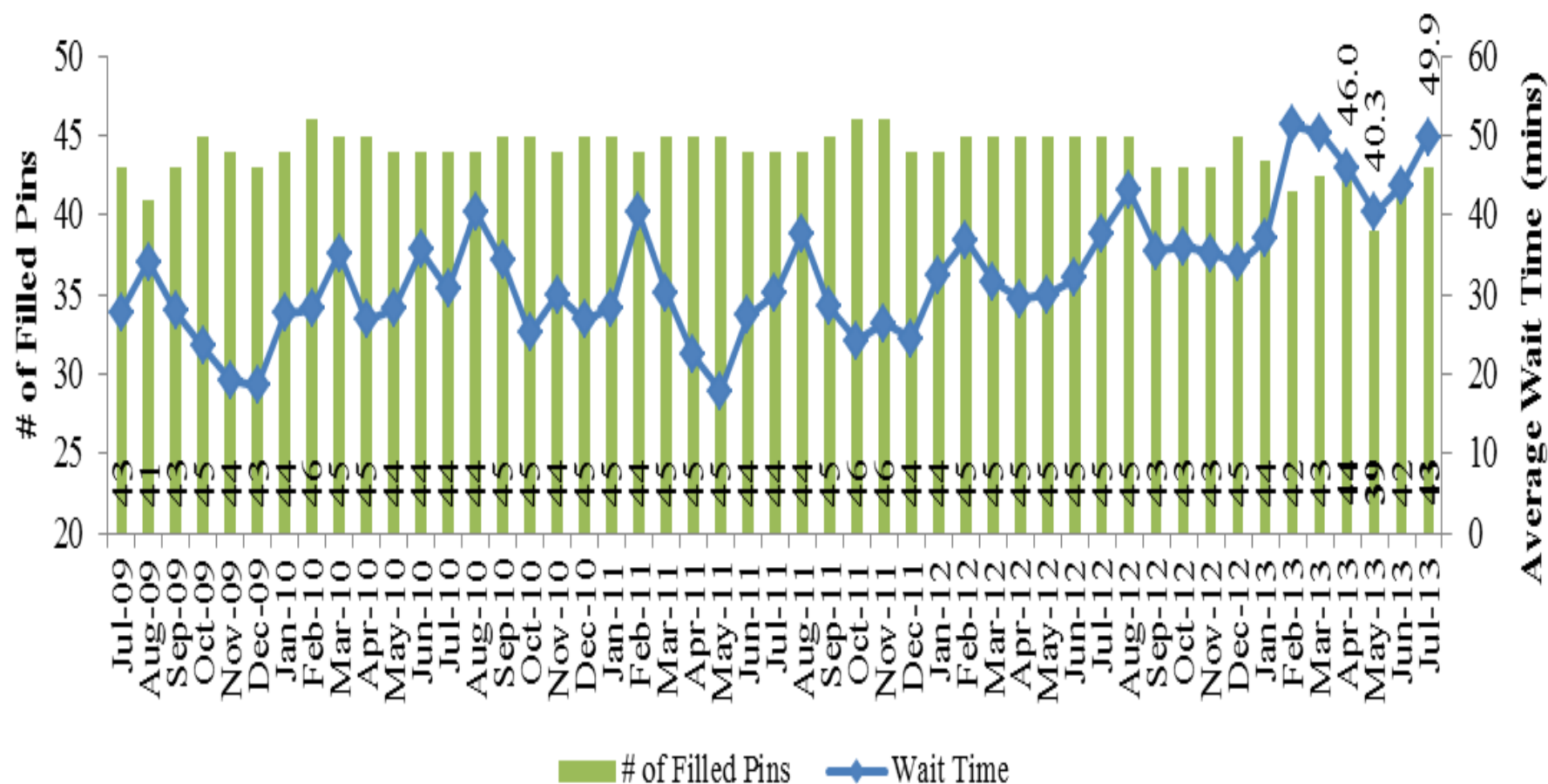
Number of DLS Transactions Performed in MVA Branches and Average Waiting Times, July 09-July13



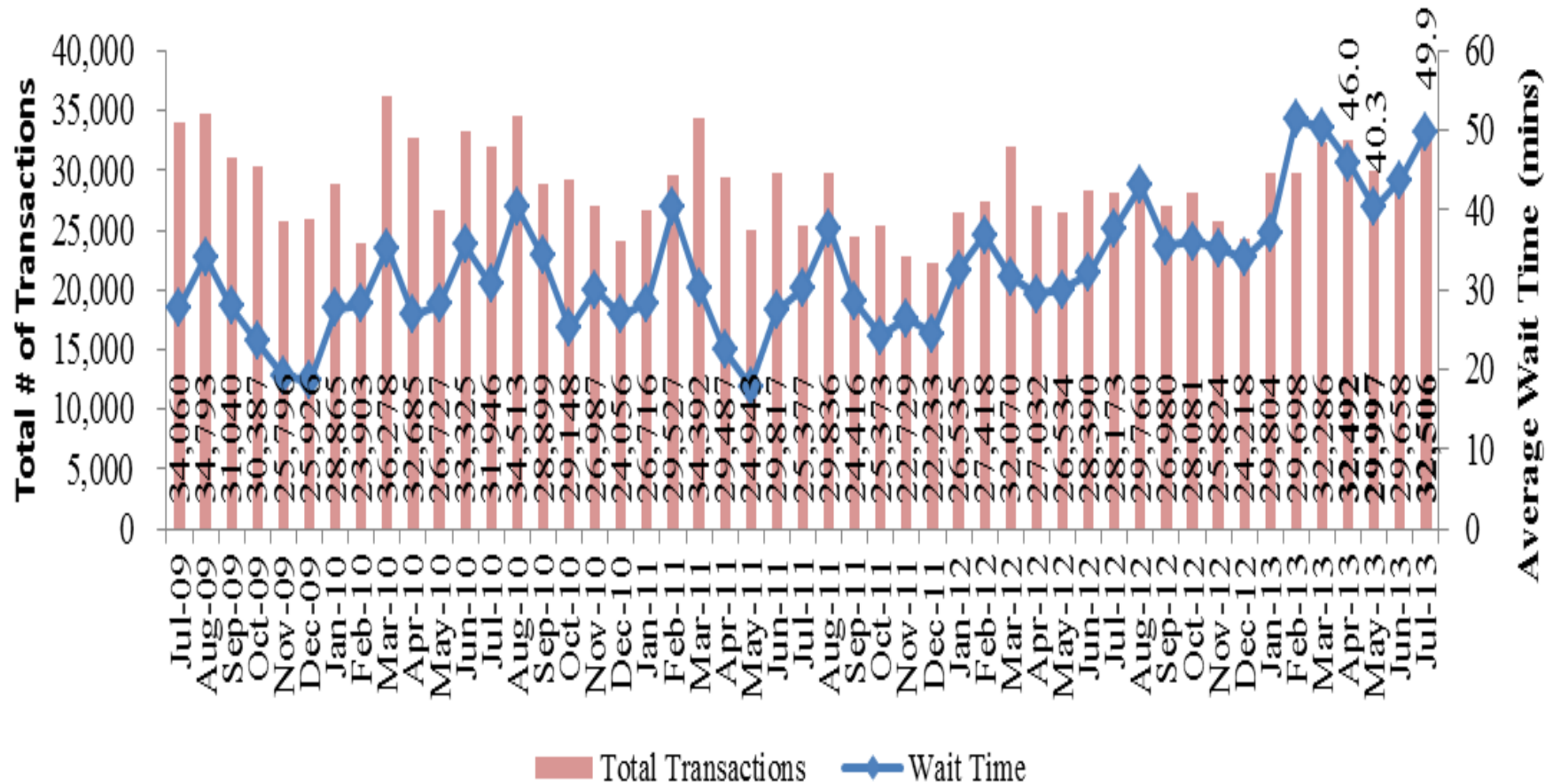
MVA's Proposed Staffing Changes to Reduce Branch Wait Times

Branch	Additional Staff Request	Avg. # of Pins in FY13	Avg. Wait Time in FY13 (mins)	Avg. # of Transactions in FY13	Avg. # of Transactions per Employee
Baltimore City	11	43.0	40.9	28,914	672
Essex	10	29.3	38.9	20,981	716
Largo	7	57.6	36.1	30,576	531
White Oak	7	38.0	34.1	20,655	544
Gaithersburg	3	49.9	30.5	23,736	476
Beltsville	2	54.8	30.2	24,083	440
Columbia Express	2	8	28.4	12,562	1,570
Annapolis	1	39.0	26.6	22,569	579

Number of Filled Pins in the Baltimore City Branch and the Avg. Wait Time, Jul 09-Jul 13



Total Number of Transactions Conducted in Baltimore City Branch and Avg. Wait Time, Jul 09-Jul 13



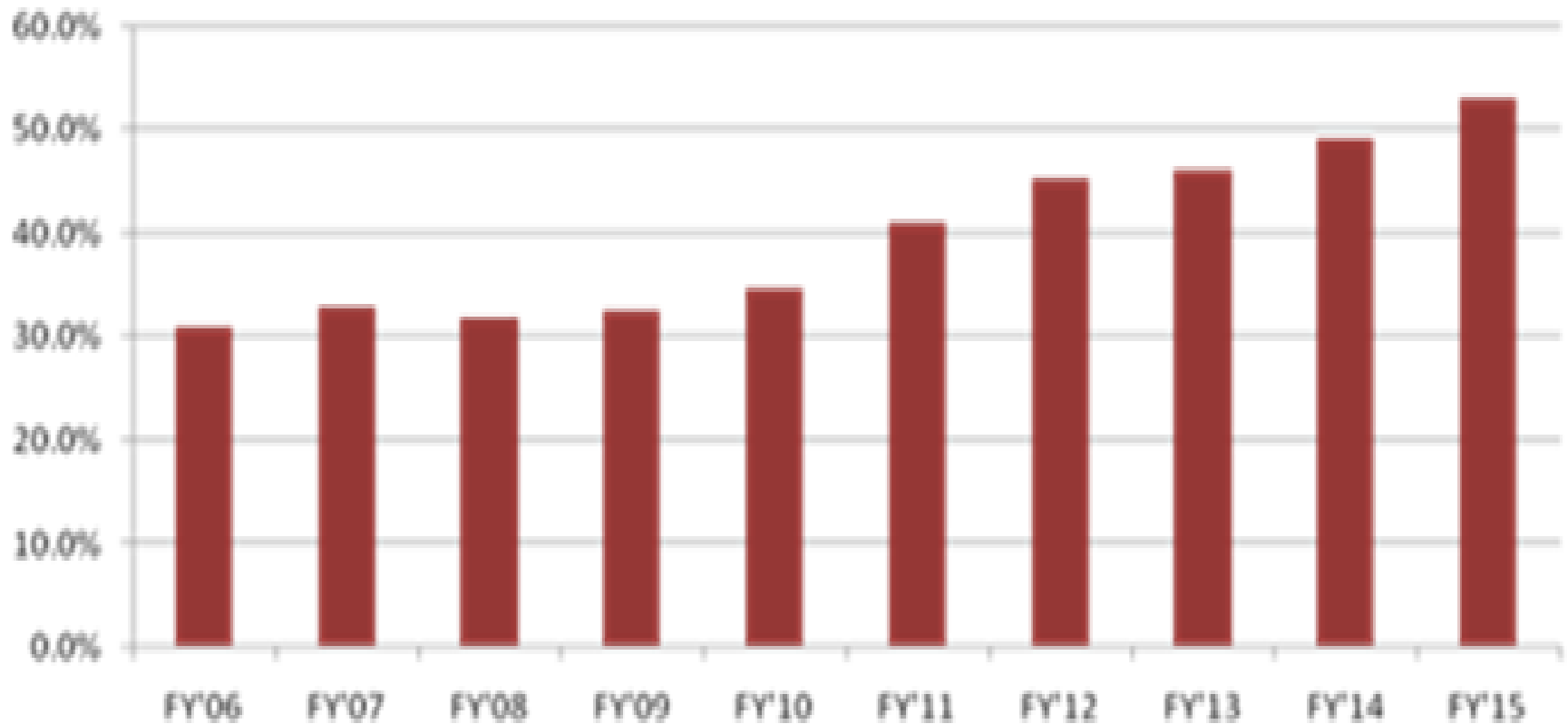
DLS and VS Avg. Wait Times for Branches with Priority Counter Changes

Branch	FY10	FY11	FY12	FY13	% Change Since FY10	% Change FY12-FY13
Largo	Change Six Counters					
DLS Avg. Wait Time	36.9	36.0	33.3	47.2	27.9%	41.7%
VS Avg. Wait Time	29.3	24.5	18.5	27.6	-5.8%	49.2%
Beltsville	Change Four Counters					
DLS Avg. Wait Time	25.3	29.4	30.1	38.1	50.6%	26.6%
VS Avg. Wait Time	22.7	29.4	23.5	24.1	6.2%	2.6%
White Oak	Change Four Counters					
DLS Avg. Wait Time	31.8	37.5	37.6	43.8	37.7%	16.5%
VS Avg. Wait Time	25.9	28.0	22.6	27.4	5.8%	21.2%
Annapolis	Change Three Counters					
DLS Avg. Wait Time	34.9	32.3	27.4	39.0	11.7%	42.3%
VS Avg. Wait Time	18.6	16.7	13.8	15.0	-19.4%	8.7%
Baltimore City	Change Three Counters					
DLS Avg. Wait Time	36.4	40.1	41.1	57.3	57.4%	39.4%
VS Avg. Wait Time	20.8	20.5	19.7	24.1	15.9%	22.3%
Gaithersburg	Change Three Counters					
DLS Avg. Wait Time	24.1	22.9	29.6	37.5	55.6%	26.7%
VS Avg. Wait Time	29.7	23.3	22.1	24.6	-17.2%	11.3%
Essex	Change Two Counters					
DLS Avg. Wait Time	35.3	41.2	41.4	49.2	39.4%	18.8%
VS Avg. Wait Time	29.1	32.1	27.6	31.3	7.6%	13.4%

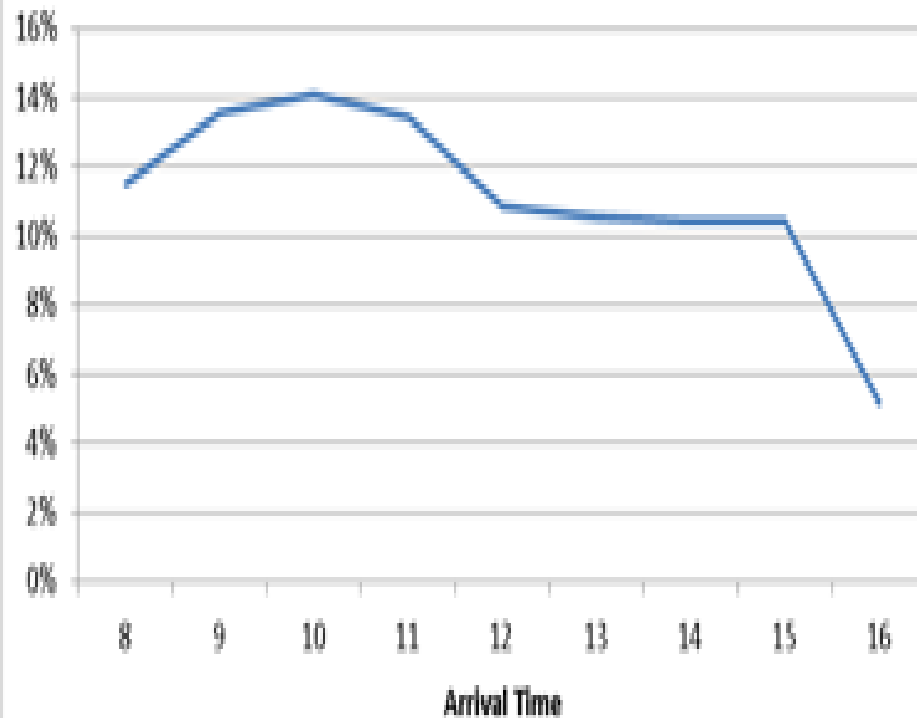
List of Transactions the MVA Plans to Require Customers to Complete Through Alternative Sources

Transaction Type	Year of Implementation
1). Driver's License Renewals for People under 40 Yrs Old	FY14
2). License Duplications and Corrections (other than name changes	FY14
3). Electronic Safety Inspection Notification by MSP	FY14
3). ID Card Transactions	FY15
4). Corrected/Duplicate Title and Registrations	FY15
5). Electronic Liens	FY15
6). Kiosk Mandatory for one year car registration renewals	FY15
7). Substitute Stickers	FY15

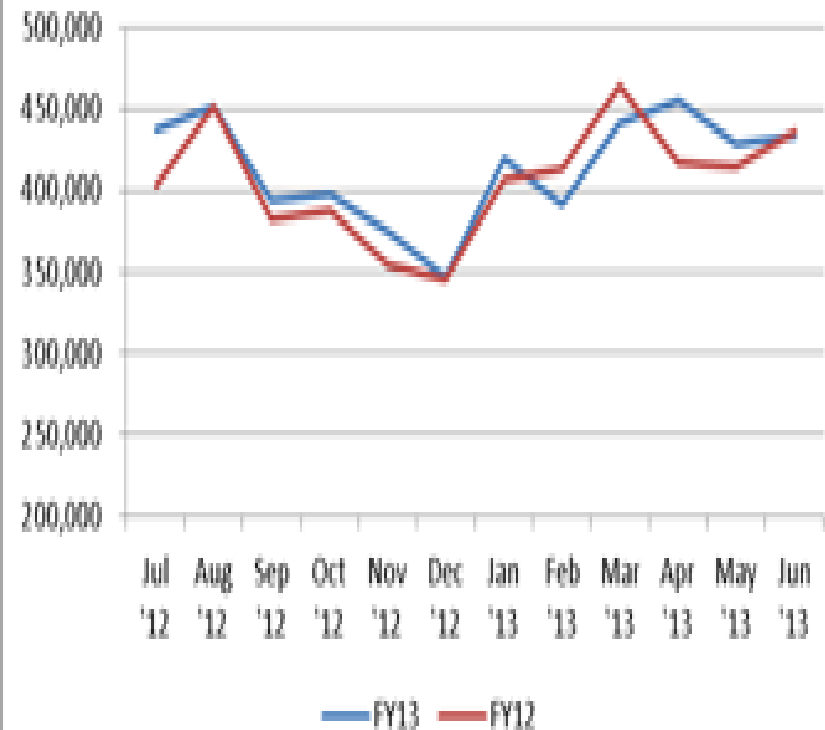
% Alternative Service Delivery Branch Based Transactions



Percent of Total Arrivals by Hour



Customer Arrivals By Month



Full Service MVA Branches Ranked by Highest Avg. Wait Times in FY13 (per month)

Branch Name	Avg. Wait Time	Avg. # of Branch Transactions	Avg. # of Filled Pins
1. Baltimore City	40.85	28,914 (3 rd)	43.0 (6 th)
2. Essex	38.93	20,981 (8 th)	29.3 (10 th)
3. Largo	36.05	30,576 (2 nd)	57.6 (2 nd)
4. White Oak	34.11	20,655 (10 th)	38.0 (8 th)
5. Gaithersburg	30.53	23,736 (6 th)	49.9 (4 th)
6. Beltsville	30.18	24,083 (5 th)	54.8 (3 rd)
7. Annapolis	26.58	22,569 (7 th)	39.0 (7 th)
8. Bel Air	24.66	20,779 (9 th)	33.9 (9 th)
9. Glen Burnie	20.22	49,699 (1 st)	91.9 (1 st)
10. Loveville	19.9	9,521 (18 th)	14.3 (18 th)
11. Parkville	19.77	13,769 (13 th)	11.9 (19 th)
12. Westminster	18.98	13,674 (14 th)	24.3 (12 th)
13. Frederick	16.53	17,140 (11 th)	24.2 (13 th)
14. Elkton	16.10	10,996 (16 th)	18.8 (17 th)
15. Waldorf	15.65	24,417 (4 th)	48.4 (5 th)
16. Easton	13.40	9,700 (17 th)	20.6 (14 th)
17. Hagerstown	12.21	13,657 (15 th)	20.0 (15 th)
18. Salisbury	10.53	15,075 (12 th)	27.0 (11 th)
19. Cumberland	4.89	6,632 (19 th)	19.2 (16 th)